MONTANA
DPHHS
Healthy People. Healthy Communities.
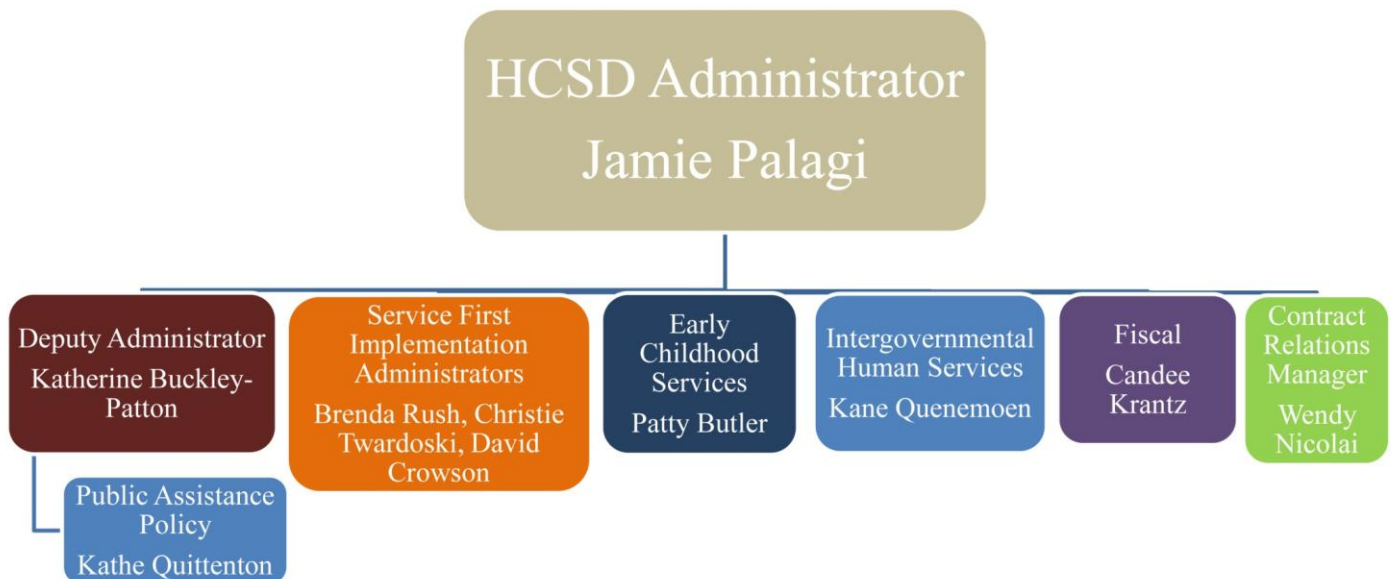**Department of Public Health & Human Services**

Presentation to the 2015 Health and Human Services
Joint Appropriation Subcommittee

HUMAN & COMMUNITY SERVICES DIVISION

Economic Security Services Branch
Department of Public Health and Human Services

Reference:
Legislative Fiscal Division Budget Analysis, Volume 4, Pages B-7 to B-11

Organizational Chart

HCSD Administrator
Jamie Palagi

Deputy Administrator
Katherine Buckley-Patton

Service First
Implementation
Administrators
Brenda Rush, Christie
Twardoski, David
Crowson

Early
Childhood
Services
Patty Butler

Intergovernmental
Human Services
Kane Quenemoen

Fiscal
Candee
Krantz

Contract
Relations
Manager
Wendy
Nicolai

Public Assistance
Policy
Kathe Quittenton

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Bureau Chief, Early Childhood Services (ECSB)	Patty Butler	444-1828	pbutler@mt.gov
Bureau Chief, Intergovernmental Human Services (IHSB)	Kane Quenemoen	447-4267	kquenemoen@mt.gov
Bureau Chief, Fiscal Bureau	Candee Krantz	444-4559	ckrantz@mt.gov
Bureau Chief, Public Assistance Policy	Kathe Quittenton	444-9022	kquittenton@mt.gov
Contract Relations Manager	Wendy Nicolai	444-9740	wnicolai@mt.gov

OVERVIEW

The Human and Community Services Division (HCSD) provides economic safety net programs for eligible Montanans. This division employs over 500 FTE with expenditures for personnel, operation, and distributed benefits exceeding $300,000,000. HCSD programs are designed to help no or limited income households meet basic human needs for food, shelter, heat, healthcare and childcare. HCSD's statewide presence in 45 field offices provides community based solutions for individuals experiencing economic hardship. Montana children make up more than half of those receiving program benefits.

The Division administers the following public assistance programs through its Field Services Bureau and Policy Bureau:
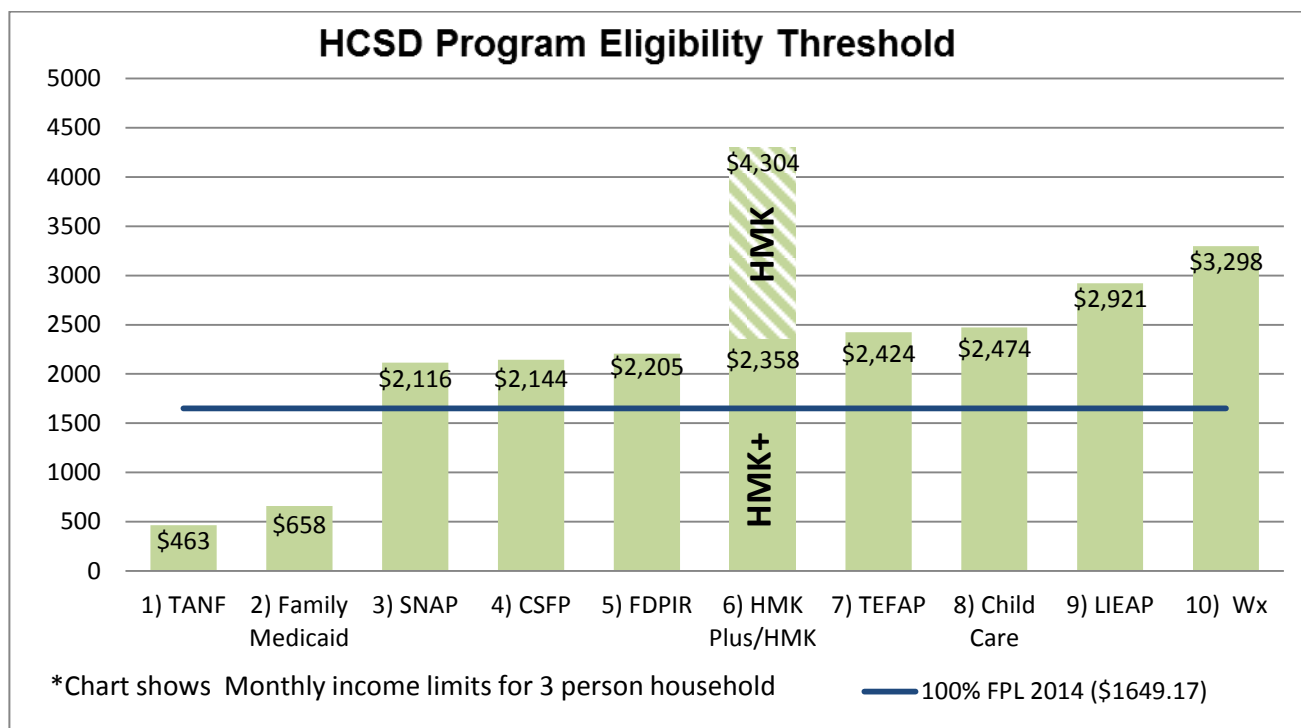- Healthy Montana Kids (HMK),
- Adult and Children's Medicaid,
- Supplemental Nutrition Assistance Program (SNAP), and
- Temporary Assistance for Needy Families (TANF).

The Division also administers the Low Income Energy Assistance Program (LIEAP), the Weatherization program, and the Community Services Block Grant through Human Resource Development Councils (HRDC) across the state. The Intergovernmental Human Services Bureau (IHSB) provides assistance for homeless populations and also manages the state warehouse for the commodity food program.

The Early Childhood Services Bureau (ECSB) administers the Best Beginnings Advisory Council, Head Start State Collaboration, and Early Childhood Comprehensive Systems grant. The Best

Beginnings Child Care Scholarship program helps low-income, working families pay for child care. Through the Child and Adult Care Food Program (CACFP), meals are reimbursed in child care facilities. Other initiatives include Best Beginnings STARS to Quality and other professional development programs. In addition, the ECSB serves pregnant and parenting teens in partnership with local communities.

The following chart shows the various programs and maximum "countable" income for a family of three to qualify for assistance. Note: program eligibility is not based solely on countable income since other qualifying conditions may exist relative to the specific program.

HCSD Program Eligibility Threshold

Program	Amount
1) TANF	$463
2) Family Medicaid	$658
3) SNAP	$2,116
4) CSFP	$2,144
5) FDPIR	$2,205
6) HMK Plus/HMK	$2,358 (HMK+) / $4,304 (HMK)
7) TEFAP	$2,424
8) Child Care	$2,474
9) LIEAP	$2,921
10) Wx	$3,298

*Chart shows Monthly income limits for 3 person household — 100% FPL 2014 ($1649.17)

1) Temporary Assistance for Needy Families
2) Family Medicaid
3) Supplemental Nutrition Assistance Program (formerly food stamps)
4) Commodity Supplemental Food Program (elderly)
5) Food Distribution Program Indian Reservations (cannot receive SNAP)
6) Healthy Montana Kids *Plus* (children's Medicaid) and Healthy Montana Kids (CHIP coverage above HMK Plus)
7) The Emergency Food Assistance Program (food banks)
8) Child Care
9) Low Income Energy Assistance Program
10) Weatherization Program

Many of the Division's programs are delivered through approximately 1,300 local agency contracts. Approximately 86% of the division's over 500 FTE are located in 45 staffed Office of Public Assistance (OPA) and field offices spread across the state. Funding and program policies come from federal agencies, including:

- United States Department of Agriculture (USDA), Food and Nutrition Services (FNS),

- Health and Human Services (HHS),
- Administration for Children and Families (ACF),
- Centers for Medicare and Medicaid Services (CMS),
- United States Department of Energy (DOE),
- Health Resources Services Administration (HRSA),
- Social Security Administration (SSA),
- Housing and Urban Development (HUD), and
- Bonneville Power Administration (BPA)

People Receiving Benefits (Listed by County)

On the following page is a chart showing the **average number of clients per month**, in each of the major programs of the Division in state fiscal year 2014 by county*. Note: this is a duplicated count of individuals. Individuals may be counted in one or more columns because they may receive more than one type of benefit. The HMK program statistics are split between two columns. The HMK children covered by HMK *Plus* (also known as children's Medicaid) are included in the "Ave monthly Medicaid/HMK+ Recipients" column along with Medicaid adult recipients. Other HMK children (formerly CHIP) are counted in the "Ave Monthly HMK/CHIP recipients" column.

The data in the Medicaid and HMK columns is from SFY2013 and does not include the following programs: Medicare Savings Program 8,172 individuals, Plan First 1,316 individuals, and the CHIP funded HMK Plus group 7,340 individuals. The population is from Census data July 2013.

COUNTY	Population	SNAP	TANF	LIEAP	Child Care	Medicaid/HMK+	HMK/CHIP
Beaverhead	9,208	785	39	419	50	759	225
Big Horn	12,856	4,301	978	1,327	187	3,217	244
Blaine	6,510	1,437	15	174	13	1,194	211
Broadwater	5,611	510	19	355	9	413	104
Carbon	10,192	736	19	308	38	659	204
Carter	1,157	32	2	30	-	54	38
Cascade	81,208	10,553	339	3,269	1,029	8,339	1,514
Chouteau	5,765	329	6	123	3	340	138
Custer	11,780	1,013	9	406	160	1,147	281
Daniels	1,765	54	-	43	3	107	63
Dawson	9,310	468	14	300	93	551	226
Deer Lodge	9,196	1,281	62	618	98	1,088	167
Fallon	3,035	76	2	27	1	138	100
Fergus	11,337	934	34	497	60	954	364
Flathead	91,739	12,132	405	4,002	591	10,422	2,628
Gallatin	93,368	5,012	173	2,754	611	4,945	2,294
Garfield	1,272	29	-	34	-	74	53
Glacier	13,543	5,279	948	266	33	3,375	377
Golden Valley	847	73	2	23	-	88	18
Granite	3,093	212	4	111	4	175	52
Hill	16,331	3,396	79	964	175	2,875	560
Jefferson	11,348	764	40	379	49	906	202
Judith Basin	1,987	71	4	57	1	123	43
Lake	28,603	5,752	200	1,410	319	4,875	872
Lewis & Clark	64,405	7,196	450	3,342	535	5,949	1,309
Liberty	2,335	54	2	42	2	117	96
Lincoln	19,182	3,216	107	2,132	124	2,556	474
Madison	7,602	392	14	291	11	372	242
McCone	1,685	20	2	20	-	57	48
Meagher	1,909	180	5	177	2	252	124
Mineral	4,214	637	18	492	25	619	118
Missoula	110,211	15,441	501	6,190	1,114	10,950	2,136
Musselshell	4,563	653	31	398	14	574	92
Park	15,458	1,504	61	798	106	1,161	452
Petroleum	499	31	1	21	-	23	20
Phillips	4,119	410	21	208	15	524	99
Pondera	6,122	915	112	352	22	874	330
Powder River	1,723	39	-	28	4	59	37
Powell	6,893	725	43	330	32	623	112
Prairie	1,162	69	-	34	6	82	36
Ravalli	40,240	5,088	127	2,527	249	4,188	1,148
Richland	11,054	395	9	145	72	601	185
Roosevelt	10,966	3,043	619	87	66	2,742	189
Rosebud	9,196	2,113	426	170	31	1,667	109
Sanders	11,201	1,674	43	976	13	1,377	309
Sheridan	3,616	143	1	96	3	215	86
Silver Bow	34,030	5,454	330	3,341	533	4,414	545
Stillwater	9,185	549	24	143	32	645	158
Sweet Grass	3,617	130	2	40	8	156	123
Teton	5,978	432	14	257	19	504	245
Toole	5,065	386	9	144	5	425	201
Treasure	690	31	4	24	-	57	35
Valley	7,521	851	76	228	59	862	203
Wheatland	2,104	149	3	94	2	198	135
Wibaux	1,105	31	-	26	-	58	14
Yellowstone	151,961	17,871	1,168	5,473	2,199	15,547	2,826
Undetermined	-	-	-	-	7	439	74
State Total	1,000,670	125,049	7,613	46,522	8,837	105,695	23,284

SUMMARY OF MAJOR FUNCTIONS:

HCSD Contract Relations
The division has over 1,300 contracts with local service providers throughout the state. Division priorities include a renewed focus on positive relations with contractors, and consistency and accountability related to contract monitoring and performance outcomes. The division is currently reviewing and revising its business process to create greater efficiencies and effectiveness in contract management, oversight, and accountability for quality of services.

Intergovernmental Human Services Bureau (IHSB)
In fiscal year 2014 the IHSB distributed over 13 million pounds of food out of its Helena warehouse. This includes 4 million pounds of school lunch food, and over 9 million pounds of food to soup kitchens, homeless shelters, food banks, tribal programs, senior centers and meals on wheels programs.

IHSB provides weatherization and heating assistance through the Low Income Energy Assistance Program (LIEAP) and Weatherization Assistance Program. IHSB administers these programs statewide and contracts with 10 Human Resource Development Councils (HRDC), one Area Agency on Aging and one tribal housing authority to implement them. On average about 21,500 Montana households receive assistance with seasonal heating bills through LIEAP and we expect to serve about the same number this winter. The average household subsidy for the 2013-2014 heating season was $594. In addition, the weatherization program reduces energy costs and improves energy efficiency in homes. Weatherization not only employs local workers and saves low income households money on their fuel bills, but it also conserves natural resources. Whenever possible, materials used are purchased locally. Houses are prioritized for the allotted weatherization funds based on eligibility of the dwelling but also identifying high energy consumption. In the past year, 1,140 households received weatherization assistance, resulting in a projected reduction of energy consumption of 37%.

Through the efforts of the homeless assistance program, 955 individuals received help preventing homelessness or regaining adequate housing. In 2014, funds were utilized for emergency shelter, short term rental assistance and housing relocation and stabilization services.

Early Childhood Services Bureau (ECSB)
Through the Child Care and Development Fund (CCDF), ECSB provides Best Beginnings Child Care Scholarships to 5,635 low-income working families that included 8,612 children in 2014, enabling parents and caregivers to continue to work. Family eligibility is based on a sliding fee scale derived from 150% of the 2014 Federal Poverty Level. Kara Fox, a scholarship participant, says the following:

> *"I moved to Havre from Fort Belknap in August of 2009. I was new to the area and didn't know of any programs that assisted with the cost of child care. While I was going to college at MSU-Northern, I was using what little money I got back from my Pell Grant to pay for my child care. I found that it was very difficult to make any kind of living this way and eventually dropped out of college. After I dropped out, a family member told me about the Child Care Link Program that offers Best Beginnings Scholarships that I would probably qualify for and told me to apply. I applied and qualified so I went back to college full time and also got a part-time job... If I didn't apply for the Best Beginnings Scholarship, I wouldn't have been able to go to school or work while my son wasn't old enough to go to the Boys and Girls Club or work while getting assistance in paying for daycare for my daughter after receiving a job offer that I had always wanted. This*

program has been a huge help in allowing me to be successful and work towards my goals." Kara Fox, Scholarship participant, Fort Belknap

The CCDF also requires states to provide quality improvement activities for child care providers. In Montana, this is done through professional development, the Montana out of School Time grants (MOST), impacting over 8500 children in afterschool programs, and the Best Beginnings STARS to Quality Program. Free or low cost professional development is available for all child care providers. Training offered in local child care resource and referral regions and through distance learning options, provided training to 5,867 individuals for 2014. At this time, there are over 200 child care facilities participating in the STARS Program. There is a waiting list for additional programs to apply. In 2014, STARS approved training was attended by 3,298 early childhood professionals. More details on STARS is available further in the presentation.

Through the USDA Child and Adult Care Food Program (CACFP), meals are reimbursed to participating child care programs for providing nutritious meals. The CACFP is an effective tool to support child care business management and provides meals for hungry children, while ensuring health and nutrition. In 2014, over 7.1 million meals were reimbursed in 878 facilities.

> *"The CACFP is really helpful. It is an important component to the overall quality of our program. The CACFP provides training, support, and guidance on all aspects of our food service program. We would have a difficult time operating a quality food service program without the CACFP. It is a vital part of our program's success."*
> *-Debbie Richert, Young Families Early Head Start Billings, a 5 Star Program*

The Healthy Montana Teen Parent Program provides services to pregnant and parenting teenagers across the state. In 2014, nine contractors provided parenting and life skills education, resources, and support to 181 pregnant and parenting adolescents and 133 of their children received services.

The Early Childhood Services Bureau is home to many of Montana's early childhood systems building efforts including the Head Start State Collaboration grant. This grant provides opportunity for local Head Start/Early Head Start programs and state government to work collaboratively on meeting the needs of local grantees and program participants. (Head Start and Early Head Start programs are primarily funded directly from the federal government; the state is not a pass through). Early Childhood systems work continues through the Best Beginnings Advisory Council and 20 Best Beginnings Community Councils focusing on comprehensive early childhood services and Trauma Informed Care.

Public Assistance Bureaus
Staff in local field offices help individuals apply for economic assistance programs. These safety net programs provide essential services including food, cash assistance, and access to health care. The programs include:
- Medicaid
- Healthy Montana Kids (HMK)
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)

Eligibility for public health coverage through Medicaid and the Healthy Montana Kids Program includes coverage for a wide range of the state's population including infants to senior citizens,

disabled children and adults, school-aged children, and seniors in need of community services and long term care. Each month approximately 145,000 Montanans received health coverage benefits.

On average, approximately 125,000 Montanans receive SNAP benefits each month. Eligibility criteria for this entitlement program is set at the federal level. One in every eight Montanans receives SNAP benefits. The average SNAP benefit is $245.08 per month per household.

In Montana, there is a state run TANF program and four tribes manage their own TANF programs. These tribes are: the Blackfeet Tribe, Chippewa Cree Tribe, Fort Belknap, and Confederated Salish and Kootenai (CSKT). The Montana TANF Cash Program is designed to provide temporary assistance to families. Individuals can only receive TANF cash assistance for 60 months in a lifetime, and must engage in work participation activities. On average 7,613 Montanans in 3,042 households receive TANF in the form of cash assistance each month. Children living with a caretaker relative such as a grandparent who is not receiving benefits make up approximately 44% of the caseload. The Division contracts with community based providers to support individuals in finding work or becoming work ready.
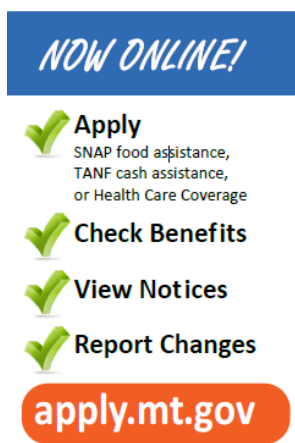
In addition to the cash program, TANF Block Grant funds are used for other community service programs targeting low-income families.

HIGHLIGHTS AND ACCOMPLISHMENTS DURING THE 2013 BIENNIUM:

Service First: An improved business model to provide Respectful, Prompt, and Accurate services
In 2012, HCSD began a multi-year effort to improve efficiency, accuracy and customer service. This effort includes establishing a new service delivery model in field offices, central office reorganization, and improvements in electronic systems and communication. The modernized eligibility system, Combined Healthcare Information and Montana Eligibility System Enterprise Architecture (CHIMES EA), has made significant strides in improving efficiency, accuracy, data collection and reporting while improving service delivery. Service First progress continues, with an aggressive implementation plan over the next two years. Noteworthy accomplishments include:

- Improved correspondence and notices to clients. Notices have been simplified, combined, and rewritten for ease of understanding.
- Implementation of online services through apply.mt.gov.

For every case that the individual elects to receive electronic notices, we anticipate saving $7 per case per year.

- Launch of the Montana Public Assistance Help Line, 1-888-706-1535. As an initial effort to prepare for implementation of the Affordable Care Act, the Public Assistance Helpline uses cloud technology to provide assistance to those inquiring about the Affordable Care Act, and also accessing the statewide long term care specialized unit, and select field offices. Customer satisfaction ratings for individuals working with the public assistance helpline show that 90% of callers are satisfied with their experience. The success of the project will allow for the expansion of the public assistance helpline to all field offices targeting statewide consistency and efficiencies.
- Implementation of the centralized document scanning center processing mail from across the state. The scanning unit scanned nearly 300,000 documents in 2014, providing for efficiencies and time savings in local Offices of Public Assistance.
- Specialized application processing for nursing home application to a statewide long-term care field office located in Havre and Chinook. Since April 2014, all nursing home applications and cases are managed by the long-term care field office.
- Development of the Service First Training Institute, using a combination of online learning and direct coaching and support with a team of skilled trainers. The training institute allows for consistent training related to eligibility policies and business processes. Staff achieved an average score of 95.8%.

> *"I like that the training is individualized. I like that we each got to work at our own pace, so that no one felt pressured to keep up and no one felt impatient and held back. But yet, everyone got together each morning and at least had the opportunity to share and/or ask questions. Awesome training! Thank you!"*
> -feedback from a student in SNAP 101

- Implementation of the Eastern Processing Center, providing support to local offices and maximizing efficiency, by doing routine case maintenance and assisting when offices are faced with significant backlog, emergencies, or untrained staff. A recent Field Manager had this to say…

> *"Because of the processing center being able to assist with the workload while someone was out on Medical leave. I didn't need to reassign the workload to someone else. It was so nice not having to worry about the caseload."*

Temporary Assistance for Needy Families (TANF) Strategic Planning

The TANF Block Grant provides cash assistance for needy families, and also supports many community services throughout Montana, targeting low income families. HCSD engaged stakeholders including clients, legislators, advocates, service providers, and higher education faculty to participate in a strategic planning process to identify strengths and weaknesses of the program, and to make recommendations for future program and policy planning. The purpose of the Montana TANF program is to meet the basic needs and maximize the well-being of children and families experiencing hardship in order to provide them with the tools and education to move into sustainable financial independence. The strategic plan is located at http://www.dphhs.mt.gov/hcsd/tanfstrategicplan.aspx .

> *"The TANF steering committee process was an unprecedented opportunity to engage people outside of state government in a meaningful process to re-envision a public safety net program that is vital to the health and stability of our communities. People often critique government programs for not being more reflective and adaptive to emerging*

needs. The staff who supported this project have demonstrated the best kind of commitment to using public dollars in the most effective way possible."
-Kelsen Young, Executive Director, MT Coalition Against Domestic and Sexual Violence and TANF Steering Committee member
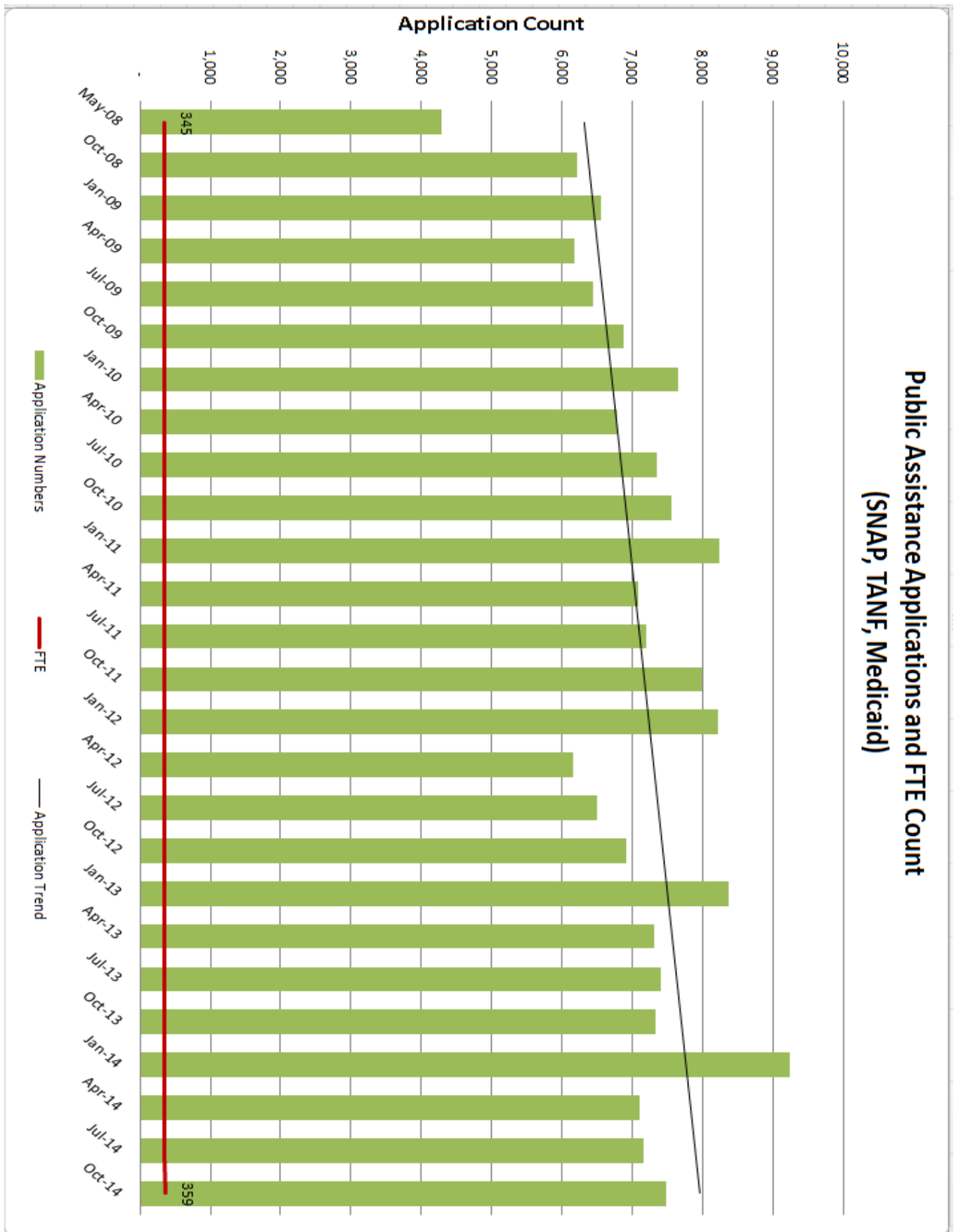
CHIMES EA continues to improve

In November 2012, the Department launched a new eligibility system, Combined Healthcare Information and Montana Eligibility System Enterprise Architecture (CHIMES EA). Initially, there were major hurdles for Office of Public Assistance staff, as they worked to determine eligibility in a new system and adjusted from determining eligibility and entering information into the old mainframe system, to now having the architecture determine eligibility outcomes based on business rules. CHIMES EA is now stable with significant improvements in work flow. The following chart provides an example of work flowing through CHIMES EA.
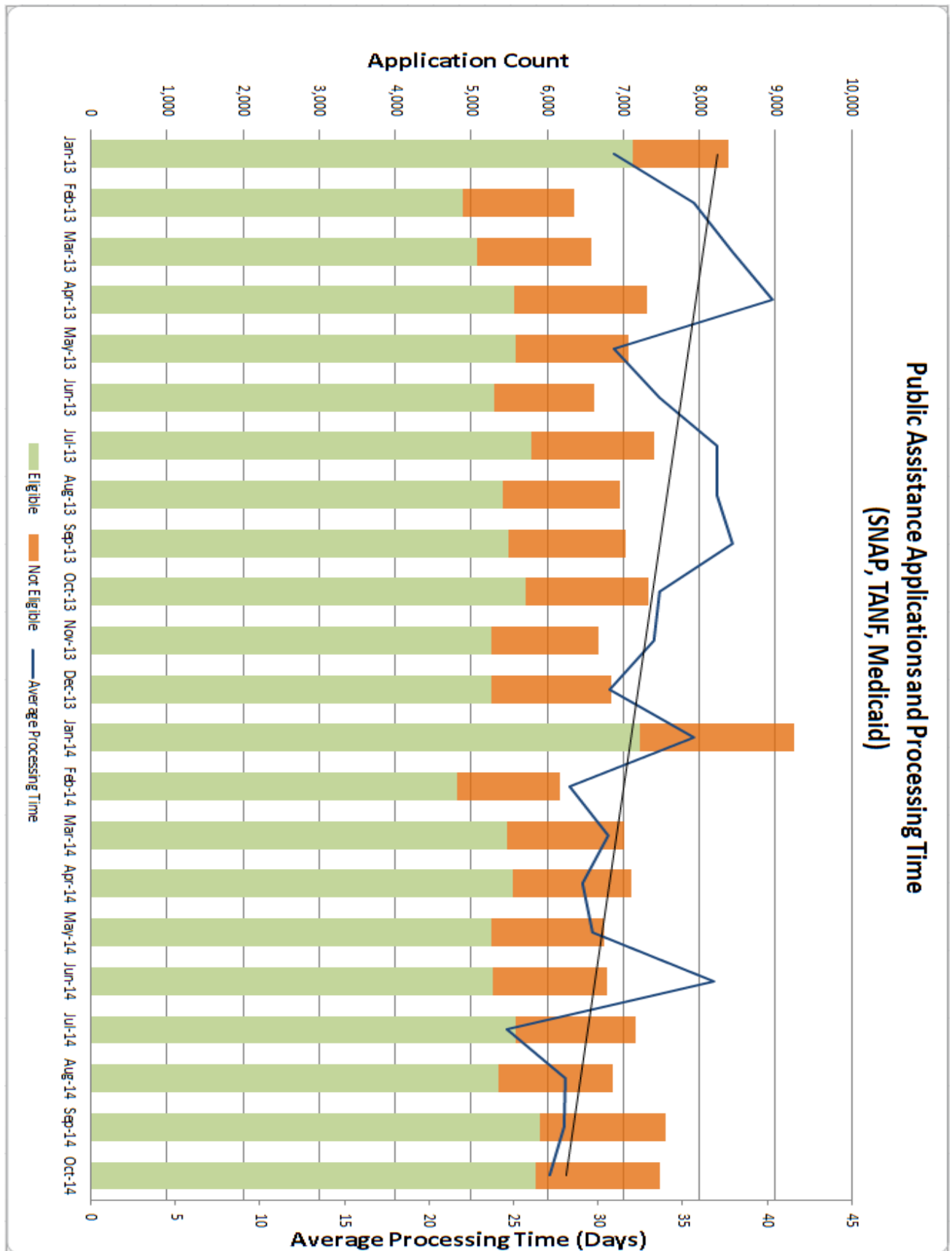
Average Concurrent Users	450
Average number of actions per business day	275,000
Average number of eligibility decisions authorized per day	2,000
Average number of forms and notices per month	120,000
Average transaction time	.90 Seconds
Average Eligibility Determination/wrap up(all three programs)	27 Seconds

The economic downturn in the nation and in Montana resulted in a significant increase in applications for public assistance, specifically a 75% increase for SNAP, TANF, and Health Coverage between May 2008 and October 2014. Monthly applications numbers never returned to the level prior to the recession. See charts on next page two pages.

Public Assistance Applications and FTE Count (SNAP, TANF, Medicaid)

Application Count

Legend:
- Application Numbers
- FTE
- Application Trend

Public Assistance Applications and Processing Time (SNAP, TANF, Medicaid)

* Not eligible means all programs on the application were denied, Eligible means at least one program was approved.
*Average processing time equals the average number of days to process an application across all programs in a particular month.

Successful in managing the 2013 Affordable Care Act (ACA) Open enrollment period

Montana was prepared and ready to manage the ACA open enrollment period. We were one of only a handful of states able to transfer accounts to the Federally Facilitated Marketplace. Thanks to the training institute, all eligibility staff received training on new rules and processes within a two week period. Due to CHIMES EA, we received and auto-processed 82% of those determined eligible by the federal marketplace. Montana has the highest rate among processed eligibility determinations in the U.S. of all the non-Medicaid expansion states and has one of the lowest error rates in the nation. The national average is 3.3% and Montana is .4%.
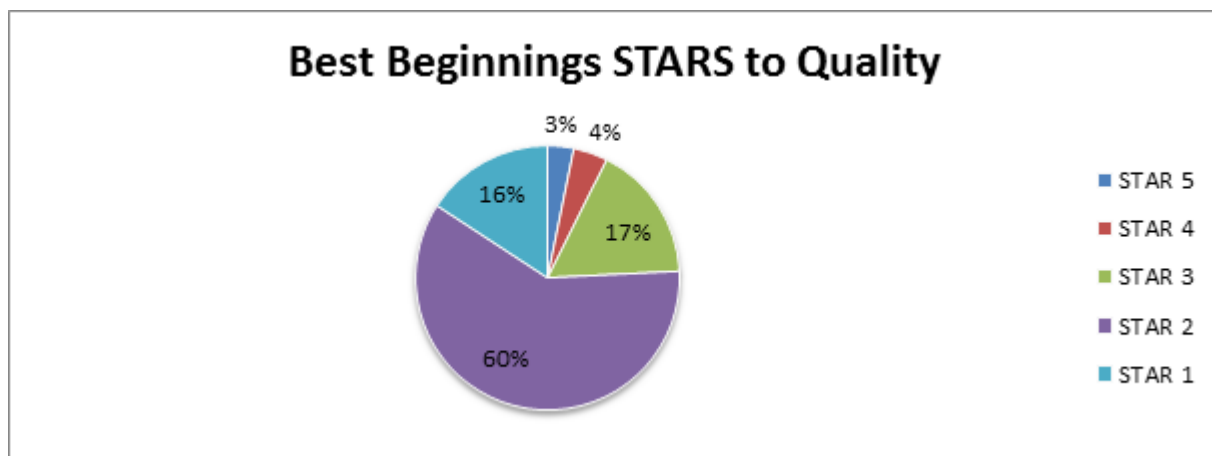
The Food Distribution Program on Indian Reservations (FDPIR) participation increased 37% between FY 2012 and 2014

The FDPIR continues to grow in Montana's seven federally recognized tribes providing a healthy food package that exceeds the nutrition value of the typical American diet. A major goal of USDA is to address childhood obesity and Type II diabetes on tribal reservations.

The 5 star Best Beginnings STARS to Quality Program: Pay for Performance, improved experiences for kids, embraced by child care providers

Beginning as a field test in 2010, the Best Beginnings STARS to Quality Program provides a clear path toward quality early education and incentivizes positive outcomes. "STARS" has now been implemented state-wide. Child Care providers and staff receive training and support as they work to improve the quality of their services to children and their families. Criteria for this program are research based and must be achieved and validated at each of the 5 STAR levels. Each level reflects an increasing level of quality and level of support is increased accordingly.

In addition to supporting child care facilities, the STARS program is beginning to serve as an important tool for parents who are selecting child care services for their children. The total capacity for children served in STARS programs as of December 1, 2014 was 5,491 which is approximately 30% of the total capacity of licensed programs in Montana. Although total participating numbers are somewhat fluid, the graph below shows facilities as of January 30, 2015 achieving a STARS level. Additional programs were accepted into STARS in June 2014. Currently, there are 201 programs participating in STARS to Quality. There are 13 programs on a waiting list as of January 30, 2015.

Best Beginnings STARS to Quality

- STAR 5 — 3%
- STAR 4 — 4%
- STAR 3 — 17%
- STAR 2 — 60%
- STAR 1 — 16%

*The chart represents star levels achieved among all providers who have achieved a star level.

Lori Adams, Director of Clear Skies Childcare, a registered Group Day Care Home in Whitefish, the first program to achieve a STAR 5 in Montana, states the following regarding STARS to Quality:

"When the State of Montana started talking about a Quality Improvement system I was very excited, and knew that I (and Clear Skies) would be on board from day one. Being part of STARS has benefited the children at Clear Skies in many ways. The Pyramid Model trainings have helped reinforce the all-important social emotional component necessary for quality Early Childhood programs. Preparing for the Family Child Care Environment Rating Scale observation has also been a benefit. The Business Administration Scale requirements have made me become more organized with my bookkeeping. If we expect to be treated like professionals, we need to look like professionals. Longevity and dedication of staff is essential to quality early childhood programs. The benefits that I am most proud of include what I have been able to give to my staff because of the STARS incentives. I am very proud to be part of STARS. I would like to stay involved with STARS, both for the children at Clear Skies, but also for the benefit to all the children in the State of Montana. I love the fact that Montana is taking this step towards improving the quality of care available to our youngest citizens."

Kim Moritz who owns and operates Kim's Kiddie Korner, a STAR 2 facility in Conrad, MT joined STARS in June 2014 has the following to say about STARS:

"First and foremost, the STARS to Quality has given me the opportunity to grow as a quality childcare provider, early childhood educator and as a business professional. By participating in the STARS to Quality program I have advanced my childcare skills, my education, and made better business decisions for my childcare business. I have become an advocate for the STARS to Quality program. The incentives for the program are a key component. I know that every quarter I will be able to benefit my staff, enhance the curriculum needs of my children and be able to better operate my business. My primary teacher in my program is an asset. She must know that she is worthy in a field that is under promoted yet vital for our children's future. My primary teacher has come to understand why my childcare must follow the rules and regulations that are required through the STARS program. She has become so confident that when people ask her if all she does is watch kids; she replies 'No, I am the Education Coordinator, at Kim's Kiddie Korner.' I feel that every aspect of the STARS to Quality program is worth implementing in a childcare facility."
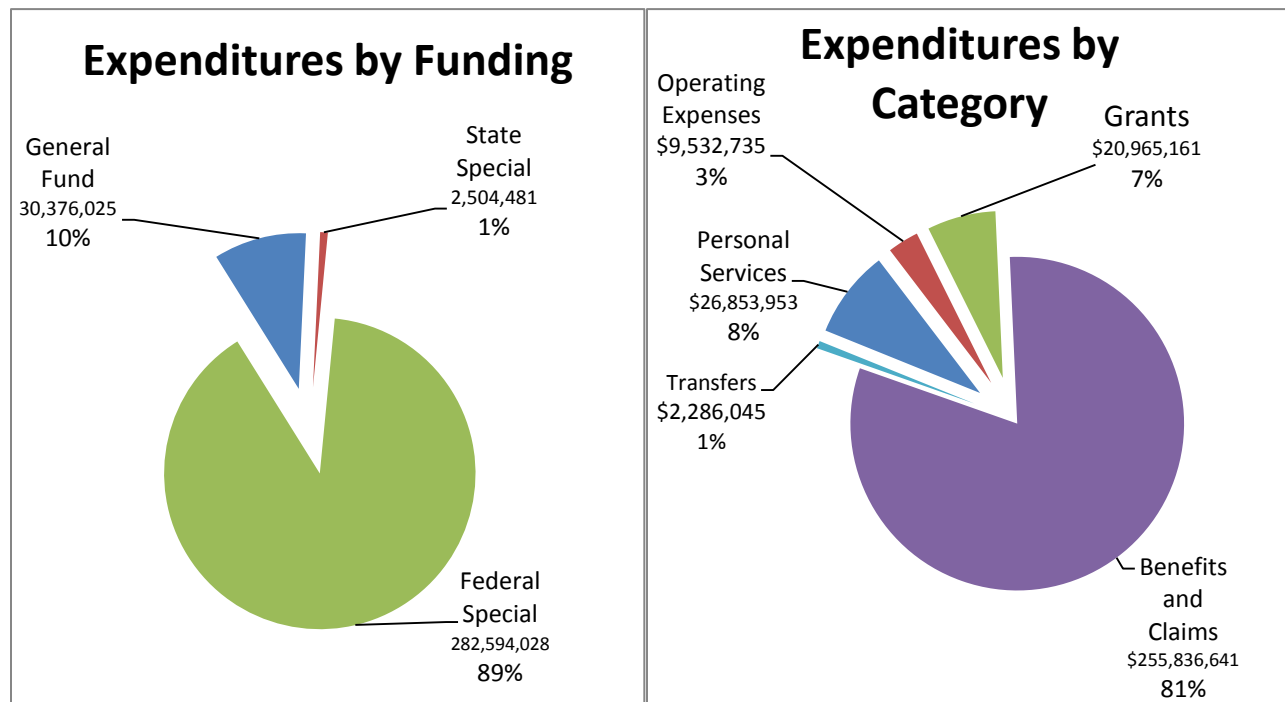
Biennium Goals and Objectives

<table>
<tr><td colspan="2" align="center">**Department of Public Health and Human Services**
Human & Community Services Division</td></tr>
<tr><td colspan="2" align="center">**Goals and Objectives for the 2017 Biennium**
Submitted October 2014</td></tr>
<tr><td colspan="2">**Goal:**
• To provide Respectful, Prompt, and Accurate Services for our clients.
• Increase the economic security and self-sufficiency of Montana families.
• Ensure the health and safety of Montanans by providing essential services and linkages to community resources.</td></tr>
<tr><td>**Objective**</td><td>**Measures**</td></tr>
<tr><td>Temporary Assistance for Needy Families (TANF)</td><td>• Basic cash grant is provided
• All families are engaged in allowable work activities
• Federal work participation requirements are met</td></tr>
<tr><td>**Objective**</td><td>**Measures**</td></tr>
<tr><td>Supplemental Nutrition Assistance Program (SNAP)</td><td>• All Federal accuracy and timeliness requirements are met
• Individuals who meet eligibility standards receive their benefits</td></tr>
<tr><td>**Objective**</td><td>**Measures**</td></tr>
<tr><td>Medicaid and Healthy Montana Kids (HMK) Eligibility</td><td>• All Federal accuracy and timeliness requirements are met
• Referrals to all public health care programs are coordinated</td></tr>
<tr><td>**Objective**</td><td>**Measures**</td></tr>
<tr><td>Low Income Energy Assistance Program (LIEAP)</td><td>• Cost-effective energy conservation measures are provided to low-income families
• Eligible households receive assistance with heating bills</td></tr>
<tr><td>**Objective**</td><td>**Measures**</td></tr>
<tr><td>Childcare</td><td>• Affordable, accessible, quality childcare is provided for low-income families by adequately reimbursing childcare providers and serving families without a waiting list.</td></tr>
</table>

FUNDING AND FTE INFORMATION
Human & Community Services Division

	2014 Actual Expenditures	FY 2016 Request	FY 2017 Request
FTE	501.32	496.32	496.32
Personal Services	26,853,953	28,817,101	28,809,873
Operating	9,532,735	9,101,910	9,131,899
Equipment	0	100,000	25,000
Grants	20,965,161	21,935,785	21,935,785
Benefits & Claims	255,836,640	78,286,148	78,936,598
Transfers	2,286,045	2,286,044	2,286,044
Total Request	**315,474,534**	**140,526,988**	**141,125,199**
General Fund	30,376,025	34,259,630	34,640,561
State Special Fund	2,504,481	2,654,666	2,656,469
Federal Fund	282,594,028	109,309,103	110,266,315
Total Request	**315,474,534**	**146,223,399**	**147,563,345**

The following figures provide funding and expenditure information for FY 2014 for the Human & Community Services Division (HCSD).

Expenditures by Funding

General Fund 30,376,025 10%
State Special 2,504,481 1%
Federal Special 282,594,028 89%

Expenditures by Category

Operating Expenses $9,532,735 3%
Grants $20,965,161 7%
Personal Services $26,853,953 8%
Transfers $2,286,045 1%
Benefits and Claims $255,836,641 81%

CHANGE PACKAGES (SEE LFD BUDGET ANALYSIS, PAGES B-7 TO B-11)

The following Change Packages are requests for new and continued funding requested by the division for general fund, state special revenue funds and federal revenue funds. The division has no requests for authority to expend federal and state special revenue funds from new sources.

SWPL- 1 Statewide Present Law Personal Services- Page B-9
- The budget includes $3,066,265 in FY 2016 and $3,057,528 in FY 2017 to annualize various personal services costs including HB 13 pay plan adjustments and increase to state share costs for health insurance passed by the 2013 Legislature, benefit rate adjustments, longevity and adjustments related to incumbents in each position at the time of the snapshot, and restoring vacancy savings reductions assessed in the 2015 biennium.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2016	$1,081,808	$ 129,754	$1,854,703	$ 3,066,265
FY 2017	$1,077,383	$ 129,329	$1,850,816	$ 3,057,528
Biennium Total	$2,159,191	$ 259,083	$3,705,519	$ 6,123,793

SWPL-2 Statewide Present Law Fixed Costs- Page B-9
- This request includes $309,785 in FY 2016 and $310,519 in FY 2017 to provide the funding required in the budget to pay increases in fixed costs assessed by other agencies within state government for the services they provide.
- Examples of fixed costs are liability and property insurance, legislative audit, warrant writer, payroll processing and others.
- The rates for these services are approved in a separate portion of the budget.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2016	$ 59,386	$ 5,970	$ 244,429	$ 309,785
FY 2017	$ 59,518	$ 5,983	$ 245,018	$ 310,519
Biennium Total	$ 118,904	$ 11,593	$ 489,447	$ 620,304

SWPL-3 Statewide Present Law Inflation Deflation- Page B-9
- This change package includes a reduction of $15,094 in FY 2016 and $13,676 in FY 2017 to reflect the budgetary changes generated from the application of inflation and deflation to certain specific expenditure accounts.
- Affected accounts include food, library books, electricity, gasoline and others.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2016	$ (4,052)	$ (358)	$ (10,684)	($ 15,094)
FY 2017	$ (3,545)	$ (291)	$ (9,840)	($ 13,676)
Biennium Total	$ (7,597)	$ (649)	$ (20,524)	($ 28,770)

PL- 200444 – 4% FTE Reduction- Page B-9
- The 2015 biennium budget included a 4% vacancy savings reduction. Language included in the boilerplate of HB2 passed by the 2013 Legislature, indicated legislative intent that the 4% vacancy savings be made permanent as an FTE reduction for the 2017 biennium.
- Change package 200444 includes a reduction of 13.00 FTE each year and $2,146,420 total funds for the biennium to accomplish the FTE reduction.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2016	$ 416,207	$ 59,056	$ 599,184	$ 1,074,447
FY 2017	$ 413,520	$ 58,152	$ 600,301	$ 1,071,973
Biennium Total	$ 829,727	$ 117,208	$1,199,485	$ 2,146,420

PL- 202101 – Child and Adult Care Food Benefits – Page B-9 to B-10
- This present law adjustment requests $1,567,141 in federal funds for the biennium to fund a federally required adjustment to the annual USDA reimbursement rate for the Child and Adult Care Food Program (CACFP) with no increased participation expected in either year.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2016	$ 0.00	$ 0.00	$ 647,783	$ 647,783
FY 2017	$ 0.00	$ 0.00	$ 919,358	$ 919,358
Biennium Total	$ 0.00	$ 0.00	$1,567,141	$1,567,141

PL- 202110 - TANF Authority to Grant Level –Page B-10
- This present law adjustment requests $2,625,652 federal funds over the biennium to bring the level of authority for TANF programs other than cash assistance, up to the grant amount.
- This service is funded with 100% TANF funds.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2016	$ 0.00	$ 0.00	$ 1,312,826	$ 1,312,826
FY 2017	$ 0.00	$ 0.00	$ 1,312,826	$ 1,312,826
Biennium Total	$ 0.00	$ 0.00	$ 2,625,652	$ 2,625,652

PL-202111 – Displacement and Resettlement Program- Page B-10
- Refugees are individuals often forced to leave their country in order to escape war or persecution. In order to achieve a successful resettlement, placement services are available.
- Montana receives a federal grant to support these efforts.
- This present law adjustment requests $61,444 in federal funds each year of the biennium to maintain existing services which support resettlement, including medical interpretation services and assistance in attaining employment for displaced individuals and their families in Montana.
- This request annualizes expenditures to the FY 2015 level.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2016	$ 0.00	$ 0.00	$ 61,444	$ 61,444
FY 2017	$ 0.00	$ 0.00	$ 61,444	$ 61,444
Biennium Total	$ 0.00	$ 0.00	$ 122,888	$ 122,888

PL-202116 – IHSB Federal Grants to Current- Page B-10
- This present law adjustment requests an increase in spending authority by $1,745,000 in federal funds over the biennium to maintain existing services for the Department of Energy (DOE) Weatherization, Food Distribution Program on Indian Reservations (FDPIR) and Commodity Supplemental Food Program (CSFP) services.
- These services are funded with 100% federal funds.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2016	$ 0.00	$ 0.00	$ 910,000	$ 910,000
FY 2017	$ 0.00	$ 0.00	$ 835,000	$ 835,000
Biennium Total	$ 0.00	$ 0.00	$1,745,000	$1,745,000

PL- 202501 – OPA Private Lease Adjustment- Page B-10
- This present law adjustment requests $203,975 total funds for the biennium, including $32,523 general fund in FY 2016 and $42,804 general fund in FY 2017 to provide lease adjustments for working space for Human and Community Service Division employees in non-state owned buildings throughout the state.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2016	$ 32,523	$ 4,135	$ 51,411	$ 88,069
FY 2017	$ 42,804	$ 5,442	$ 67,660	$ 115,906
Biennium Total	$ 75,327	$ 9,577	$119,071	$ 203,975

NP- 202104 - SNAP Benefit Statutory Appropriation-Page B-10 to B-11
- Due to the pass-through and unpredictable nature of federal Supplemental Nutrition Assistance Program (SNAP) benefits, the Executive has recommended legislation to remove this funding from HB 2 and establish it as a statutory appropriation.
- This Change Package requests that federal funds be reduced by $181,958,071 during each year of the 2017 biennium.
- If the proposed legislation is not approved, then federal SNAP authority will need to be increased by $181,958,071 in HB 2 in each year of the 2017 biennium.
- This change package is contingent on passage and approval of HB 148.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2017	$ 0.00	$ 0.00	($181,958,071)	($181,958,071)
FY 2018	$ 0.00	$ 0.00	($181,958,071)	($181,958,071)
Biennium Total	$ 0.00	$ 0.00	($363,916,142)	($363,916,142)

NP- 202106 - TANF FPL/Benefits Update –Page B-11
- This new proposal requests $5,495,575 in federal funds for the biennium including $2,558,350 in FY 2016 and $2,937,225 in FY 2017 to update the Temporary Assistance for Needy Families (TANF) payment standards.
- For FY 2016 the payment standard would be adjusted to 35% of the 2015 federal poverty level (FPL).
- For 2017, the payment standard would be adjusted to 35% of the 2016 FPL.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2016	$ 0.00	$ 0.00	$ 2,558,350	$ 2,558,350
FY 2017	$ 0.00	$ 0.00	$ 2,937,225	$ 2,937,225
Biennium Total	$ 0.00	$ 0.00	$ 5,495,575	$ 5,495,575

NP-202217 –Child Care Stars to Quality OTO Page B-11
- This proposal requests $1,200,000 in general fund each year of the biennium for the Best Beginnings STARS to Quality Program, which is a voluntary quality rating improvement system that aligns achievement of quality indicators with the support and grant incentives for early childhood education programs and early childhood professionals.
- The request will continue the one-time-only funding from the 2013 legislative session.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2016	$ 1,200,000	$ 0.00	$ 0.00	$ 1,200,000
FY 2017	$ 1,200,000	$ 0.00	$ 0.00	$ 1,200,000
Biennium Total	$ 2,400,000	$ 0.00	$ 0.00	$ 2,400,000

NP-202219 – OPA Operations – Page B-11
- The new proposal requests $861,781 total funds over the biennium, including general fund of $159,303 in FY 2016 and $158,948 in FY 2017 to maintain existing services for the Offices of Public Assistance (OPA).
- The Governor's Office of Budget and Program Planning approved eight modified FTE for the 2015 biennium to be used to pilot a unit for the implementation of the Affordable Care Act (ACA) and to assist with the influx of applicants.
- This request is necessary to make permanent all eight of the OPA positions that are currently filled and necessary to provide real time services to the clients for ACA.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2016	$ 159,303	$ 20,252	$ 251,818	$ 431,373
FY 2017	$ 158,948	$ 20,207	$ 251,253	$ 430,408
Biennium Total	$ 317,351	$ 40,459	$ 503,071	$ 861,781